



IOT Service Operations
SLA Compliance
Enterprise Level Agreements
For February 2006

Service Level Agreement

Target Performance

Current Performance

Deployments

Remote Server Installation	5 Business Days after Delivery (98%)		
Local Server Installation	1 Business Day after Delivery (98%)		
Remote Workstation Installation	5 Business Days after Delivery (98%)		
Local Workstation Installation	1 Business Day after Delivery (98%)	85.71%	
Remote Perhipheral / Software Installation	3 Business Days after Delivery (98%)		
Local Perhipheral / Software Installation	1 Business Day after Delivery (98%)		

- In compliance
- Within 3% compliance
- Out of compliance
- No data available this month